

Edinburgh Trust Referral Partners

Introductory Notes & Agreement

Before registering to become a Referral Partner of the Edinburgh Trust, we ask that you read through the following pages, which explain how the Edinburgh Trust works and how we would like to work with you, to ensure that you and your organisation would like to partner with us.

The document outlines how we work with organisations and gives details of the accountability and responsibilities that we ask of you and that you can expect from us.

By registering to become an Edinburgh Trust Referral Partner you are agreeing to the information, processes and ways of working as written below. If you require any further information or have questions before registering, please contact us at edinburgh@turn2us.org.uk.

About the Edinburgh Trust: our vision & principles

Our vision at the Edinburgh Trust is:

“To be a collaborative partner in the mission to eradicate poverty in Edinburgh.

It is the ambition of the Edinburgh Trust to deliver grant programmes of support across the city that uplift and improve the lives of Edinburgh’s citizens who are experiencing, or are at risk of, poverty.”

To deliver this, we work with partner organisations to help ensure that:

- a) no one has to go without the basic essentials they need to eat, keep clean and safe, and stay warm and dry (our basic rights), and that
- b) those trapped in poverty have the resources available to move out of poverty and thrive.

We deliver cash-first grants to individuals and families across three broad areas:

- a) **Grants to support those currently trapped in persistent poverty**, who have experienced multiple life events resulting in loss of financial security and resilience, to relieve financial pressure and exacerbation of hardship
- b) **Grants to support people to move out of poverty**, for those who have experienced life events resulting in loss of financial security, and who have identified and are being supported to increase financial resilience and thrive
- c) **Grants to prevent a fall into poverty**, having experienced a recent life event that has undermined financial security

Our intention is for our grants to help remove the burden on people of either living without essential items or services (missing out on opportunities to develop financial resilience and move out of poverty), having to take on debt to secure them elsewhere, or of having to make financial choices that will result in other needs being unmet.

We distribute these grants through referral partners across Edinburgh. By working with others, our grants offering is placed within a network of holistic support, with the needs and ambitions of those seeking support at the centre of this support.

If your organisation becomes a referral partner of the Edinburgh Trust, you can expect that we will always strive to work to our Principles.

Edinburgh Trust Principles:

1. We embed dignity and equity in the delivery of our programmes, with our organisational values at the core of our response to those who seek our support
2. We work in trusted and respectful partnership, as agents of change, with our colleagues in other organisations in Edinburgh and Scotland
3. Co-production sits at the heart of our development and helps drive our work; we listen to, learn from and include those who are experts by experience
4. We embrace listening and reflective practice and evaluation as a means to continually evolve and improve our impact
5. We commit to always taking a long term view focusing on the sustainability of our impact, even when our interventions are short-term
6. We acknowledge that structural and systemic changes must be made in order to end poverty
7. We will be accountable to the citizens of Edinburgh, for whom we exist, and to our partners

Referral Partnerships

We work with referral partners so that our grants are provided alongside other support and advice, in order to make greater, longer-term impact.

We recognise that not everyone experiencing financial insecurity has or wants access to wider support, but as it is our vision to work in partnership with other organisations to help end poverty in Edinburgh, we believe in the importance of working collectively to help improve and uplift peoples' situations, and so this is where we focus our support.

For the initial ten years of its operation, the Edinburgh Trust held all decision-making powers when assessing and awarding grants, and worked transactionally with other organisations to deliver these grants. In the coming years we are seeking to shift

power closer to the communities for whom we exist, and in doing so build greater trust-based partnerships with organisations across Edinburgh who share in our vision.

We believe that by working in this way, we ensure greater dignity and feelings of support and safety to applicants in the processes of applying to us for financial support.

It is our ambition to work alongside you pre- and post-application so that we can better understand the impact of our grants and begin to build more collaborative partnerships. This will involve us establishing key contact links between our organisations so that we can keep in routine contact to discuss any areas of mutually agreed interest, concern, feedback, or any other topics we agree would be beneficial to our partnership.

We will also be able to share our own wider insights with you, provide statistics relating to our grant making, and in particular to the grant making we deliver specifically within your organisation.

How this works in practice, recognising the unique circumstances for each partner organisation, is one of many things we will seek to collaborate with organisations on so that timing and methodology works for everyone.

How to become an Edinburgh Trust Referral Partner

If you or your organisation are not already registered as an intermediary on the Turn2us website, this is the first thing you will need to do. This will give you access to our site-wide tools including the full benefits calculator and grant search tool. [Visit our website to register yourself or your organisation as a Turn2us Intermediary.](#)

To apply to the Edinburgh Trust there is a secondary registration process for your organisation. If you are the first person to do this from your organisation or team you will be asked to complete (or pass on to a relevant colleague to complete) an Organisation registration form. The person who completes this form will become our key point of contact within your organisation/team.

Once we receive the Organisation registration form we will be in touch with the key contact by email and/or phone to introduce ourselves and let you know when the application form is accessible. Please allow up to five working days for this.

Once your organisation (or team, within larger organisations) registration is accepted, then anyone within the organisation who has an intermediary account will gain immediate access to the Edinburgh Trust application form, as well as an introductory email.

Once you are registered and signed in to your intermediary account, you will find a link to the Edinburgh Trust application form in the Referral Partner area of our webpage.

What we ask of you

- That you are organisationally in agreement with and aligned to the vision of the Edinburgh Trust
- That your organisation has a nominated key point of contact with whom:
 - We will follow up on your initial registration request with an email and phone call
 - We may request a time to visit your organisation (either in person or online) to learn more about your work
 - We will offer regular time to discuss any areas of mutually agreed interest, concern, feedback, statistical information, or any other topics we agree would be beneficial to our partnership. We will work with you to make sure the timings for this are manageable and proportionate
 - We will liaise about the best way to measure the impact of our grants

Please note we are not able to enter into a referral partnership without identifying a key contact.

- That in making grant applications you will have a reasonable knowledge of the applicant's circumstances (either due to the length of time you have known them or because of the nature of your relationship/interactions)
- That in making grant applications you will take all reasonable and proportionate measures to be confident that the person applying meets the criteria for the Edinburgh Trust
- That as we do not ask for evidence of income and savings of the applicant, we defer confirmation of eligibility to yourselves, and therefore we ask that an application is not made for an applicant if you cannot verify the fund criteria are met either because you have not seen documentation, or do not know the person's circumstances well enough.
- That in making grant applications you commit to amplifying the voice of the applicant in telling their story in the way they feel comfortable: completing the application alongside the applicant rather than on behalf of them
- That in making grant applications you centre the needs and wishes of the applicant relating to payment plans
- That you communicate clearly to applicants the process of applying and what they can expect from the Edinburgh Trust (full info on our Edinburgh Trust webpage: 'If you are an individual in financial need')

What you can expect from us

- That we will provide you with a specialist point of contact around our partnership development work, as well as a named caseworker for each application submitted

- That we are committed to working in partnership with your organisation collaboratively, with trust and respect
- That we are keen to learn from you and will defer to your experience and expertise if we have queries relating to your applications
- That alongside your own feedback, the experiences and voices of applicants, and those who have lived experience of poverty, will be key to how we develop and improve our grants programme(s)
- That we commit to working in a fair and transparent way and will be open and accountable to questions and feedback
- That we will continually strive to work to our principles
- That in processing grant applications, decisions will aim to be made within 5 working days
- That in processing grant applications we will include the applicant in all correspondence where possible and appropriate, for transparency and accountability

In registering to become an Edinburgh Trust Referral Partner Organisation, your organisation, including team members making applications, agree to this framework of working alongside us.